



MaineCare Services

An Office of the
Department of Health and Human Services

Department of Health and Human Services
MaineCare Services
11 State House Station
Augusta, Maine 04333-0011
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John E. Baldacci, Governor

Brenda M. Harvey, Commissioner

Telehealth Requirements

Policy specific to telehealth can be found in Chapter I, Section 1.06-2, Covered and Non-covered Services, Telehealth of the MaineCare Benefits Manual. Please note that all MaineCare rules in the MaineCare Benefits Manual (10-144, Chapter 101, <http://www.maine.gov/sos/cec/rules/10/ch101.htm>) apply to services provided by telehealth.

To process a telehealth request, MaineCare requires:

1. The name, provider ID number and licensure level of each provider who uses telehealth to provide services;
2. A list of the procedure codes that will be used;
3. A statement explaining the reason for needing telehealth for the service(s);
4. A statement explaining the specific criteria used in determining when telehealth services are more appropriate than face-to-face services;
5. A plan for quality assurance activities specifically related to patient satisfaction and outcomes related to telehealth service; and
6. Educational information that will be provided to the MaineCare member at the time of the member's visit. This information should be written at a sixth-grade reading level and at a minimum it should include:
 - a. Description of the telehealth equipment and what to expect;
 - b. Explanation that the use of telehealth for this service is voluntary and that the same service is available in a face-to-face setting;
 - c. Explanation that the member is able to stop the telehealth visit at any time and request a face-to-face service;
 - d. Explanation that MaineCare will pay for transportation to a distant appointment if needed; and
 - e. HIPAA compliance information regarding the telehealth encounter.

Documents are to be sent to the Medical Director, Office of MaineCare Services, 11 State House Station, Augusta, ME 04333-0011. Once the information is received, the request is processed and a decision is made. Only MaineCare enrolled, Maine-based providers may receive telehealth reimbursement. MaineCare does not reimburse for any technical related charge of the telehealth service or staff at either site. The member may not be billed for these charges. Services provided using telehealth must use equipment that is capable of two-way video and audio (i.e. telephone, fax interactions and electronic mail delivered services will not be reimbursed).

Services delivered using telehealth are held to the same standard of documentation as non-telehealth services. Parts of a physical exam not performed by the servicing provider must not be billed unless the finding can be confirmed by using the telehealth equipment (i.e. visually or using auscultatory equipment of appropriate sensitivity). Reimbursement for telehealth is limited to those services already being provided by the provider in compliance with the MaineCare Benefits Manual.

MaineCare Provider Relations Specialists can be reached at 1-800-321-5557, Option 8, for any billing or claims questions.